

ABSTRACT

A method, system and apparatus for processing a call in a call center using information stored in the LIDB. A call center which has been configured in accordance with a preferred aspect of the present invention can include at least one phone handset coupled to a gateway to a PSTN. An enterprise application can be associated with the handset and a data terminal coupled to the enterprise application. A view to the enterprise application further can be disposed in proximity to the handset. A database of caller information can be coupled to the enterprise application. Each record in the database can have a configuration for location based upon a searching key.